

**From:** Xfinity <xfinity@emails.xfinity.com>  
**Sent:** Sunday, July 01, 2018 6:27 PM  
**To:** lkwelch1@comcast.net  
**Subject:** Xfinity Service Interruption



**My Account >**

## Recent issue with your Xfinity services

We're aware that you may have lost connection to your internet, video and/or voice services on Friday, June 29. Comcast and other companies rely on infrastructure from network partners to deliver service, and unfortunately there were multiple major cuts to the fiber provided by these companies.

As soon as we learned of the issue, our engineers worked quickly to immediately restore services. That said, any time without your service can be frustrating, and we apologize for the interruption.

While we believe the restoration is complete, if you are still seeing some errors, there are a few things you can try to refresh your system.

- Say "restart my TV" into your X1 voice remote and follow the prompts
- Use the [My Account app](#) to pick the service that is not working and follow the troubleshooting tips
- Unplug your Xfinity boxes for at least 5 seconds, then plug back in

If you have tried the above and are still having issues, [click to chat](#) with an agent or call us at 1-800-xfinity.

Thank you for your patience and loyalty during this recovery phase.

Sincerely,

Kyle McSlarrow

Senior Vice President, Customer Experience



All part of our commitment to you



[View this message online](#)

This is a service-related email. Comcast will occasionally send you service-related emails to inform you of service upgrades or new benefits.

Please do not reply to this email, it is not monitored. If you'd like to contact us, please visit our website [here](#).

Comcast respects your privacy. For a complete description of our privacy policy, [click here](#).

© 2018 Comcast. All rights reserved. All trademarks are the property of their respective owners.

Comcast Cable, One Comcast Center 1701 JFK Boulevard, Philadelphia, PA 19103  
Attn: Email Communications